

# CIT Customer Service Report for the Telecommunications Branch



For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM

Snapshot Date: 10/1/2008 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
Circuits	0	0	0	29	0	0	1	0	0	28	0
Conferencing	10	0	0	0	0	0	0	1	0	9	7
Coverage	4	0	0	1	0	0	1	0	0	4	3
DELPRO	3	0	0	162	0	0	94	3	0	68	0
General Info	36	0	0	4	0	0	6	22	0	12	6
New Request/Termination	17	0	0	0	0	0	7	2	0	8	2
NIH Directory	1	0	0	0	0	0	0	0	0	1	8
Phones/Accessories	30	0	0	19	0	0	6	16	0	27	4
Repair	15	0	0	1	0	0	5	1	0	10	5
Repairs	53	0	0	475	0	0	46	33	0	449	1
Training	10	0	0	1	0	0	0	9	0	2	5
TSR	50	0	0	527	0	0	253	39	0	285	1
User Change	8	0	0	0	0	0	0	0	0	8	4
Voice Mail	42	0	0	15	0	0	0	36	0	21	5
<b>Grand Total:</b>	<b>279</b>	<b>0</b>	<b>0</b>	<b>1234</b>	<b>0</b>	<b>0</b>	<b>419</b>	<b>162</b>	<b>0</b>	<b>932</b>	<b>1</b>

Total Tickets Closed: 1094

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Total Tickets Assigned/Pending/Checked Out:	419
Total Tickets Created:	1513